CAHPS Research Directions

• Impact of Shortening CG-CAHPS Survey
• Simplifying CG-CAHPS Item Wording
• Effect of Incentives on Response Rates
• Alternative Modes of Data Collection
• Differences in Extreme Response Tendencies
Impact of Shortening CG-CAHPS Survey

• Analyses of 136,725 surveys across 4 databases and different care delivery settings
  • Medical homes
  • Accountable care organizations
  • Ambulatory clinics
• Compared reliabilities of full-length and shorter versions of office staff (1 item) and access and communication (2 items) composites.

Simplifying CG-CAHPS Item Wording
(Q6 Screening Item)

In the last 6 months, did you contact this provider’s office to get an appointment for an illness, injury or condition that **needed care right away**?

Reading and understanding this CAHPS question requires 12th grade reading skills. This is high school reading level.

In the last 6 months

Did you contact this doctor’s office to get care **you needed right away**?

Reading and understanding this version requires 6th grade reading skills. This is elementary school reading level.
Effect of Incentives on Response Rates

- Participants randomly selected to receive a $5 incentive were more likely than those without an incentive to respond to a CAHPS survey (57% vs. 50%)

- 7 out of 10 chose $5 cash over $5 e-certificate
  - Unit cost was $8.32 for cash and $7.49 for e-certificate.

Alternative Mode of Data Collection (Tablet/Smartphone)

ODK Collect > Adult Visit CAHPS PreVisit

About You

In general, how would you rate your overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

https://opendatakit.org/use/collect
Pilot Study of Tablet Collection of CG-CAHPS Visit Survey

- N = 62 English and Spanish patients
- ~70% of eligible patients completed survey
  - 27 out of 89 refused
    - 5 too sick, 5 busy with children, 2 grieving, 2 didn’t know how to use tablet, and 13 were too tired or not interested.
- Generally positive reactions to completing survey by tablet.
Test of Web Mode of Collection of CG-CAHPS Visit Survey

• 1392 patients from 6 clinics in Minnesota

• Web mode was less expensive and surveys were returned more quickly than mail surveys, but response rates lower for web than mail

• Web and mail yielded comparable responses for doctor communication and office staff composites.

  • Less positive reports about access to care by web

Asians Exhibit Less Extreme Response Tendencies Than Whites

- 575 Asians and 505 whites (KnowledgePanel)
- 5 written vignettes of doctor-patient encounters differing in responsiveness to patient’s concerns
- Asians gave more positive responses than whites for vignettes with less responsive doctors but less positive responses to vignettes with more responsive doctors.

To Ask a Question

To submit a question, type question here and hit submit.

Click on the “Q & A” icon to get the Q & A to appear.